

**Dedicated Support  
for Customers**



**Prestige Global Medical  
Assistance Services**

**Tahoe Life Insurance Company Limited  
(Incorporated in Bermuda with limited liability)**

**Craft Your Future  
精彩人生在佈局**  
[www.tahoelife.com.hk](http://www.tahoelife.com.hk)  
Tel: (852) 3767 8777





# Prestige Global Medical Assistance Services

Proudly presented by Tahoe Life, the **"Prestige Global Medical Assistance Services"** ("the Services") offer you dedicated caring and professional services. Upon enrolment for designated protection plans, professional medical advice and VIP services will be at your disposal anytime and anywhere while you focus on your own health. The Services are worldwide and professional medical experts are available around the clock, providing you the strongest backup for your health.

## Five Caring Healthcare Services



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### 1. 24-hour Medical Enquiry

A minor symptom may be more serious than it might seem. To take hold of your health, the Services provide you a 24-hour enquiry service and allow you to take care of your health in a convenient way. You can make any of your medical enquiries via WeChat or online platform to professional experts. The enquiry process is simple and prompt, giving you personal health assistance anytime and anywhere.



### 2. Second Medical Opinion from International Medical Experts

Anxiety comes along with diagnosis of major illness. The Services' international medical experts provide an in-depth medical review and treatment advice, helping you to figure out the best treatment plan to fight against dreadful diseases with confidence.





### 3. Global Medical Network

After the best treatment plan is confirmed, you need not bother to look for a suitable hospital for yourself. Through the comprehensive global medical network referral and booking services, you can receive quality treatments from hospitals worldwide and recovering soon with no worries.



### 4. Medical Concierge Service

The Services' medical concierge service co-ordinates every relevant party for you, ensuring you to be hassle-free throughout your recovery journey. Apart from the global medical network, there are further arrangements made, including air ticket reservation, accommodation booking and visa facilitation#. With this medical concierge service, you can leave those troubles behind and always focus on your treatment.



### 5. Concierge Service of Grade 3A Hospitals in Mainland China

If it happens that you need to receive medical treatment in Mainland China, the Services give you access to outpatient consultations offered by experienced specialists at grade 3A hospitals. In case that you are hospitalised in a network hospital in Beijing, Shanghai or Guangzhou, a local coordinator will accompany you at the hospital and assist you on matters, such as hospital admission, medical report and medication collection#.





## Notes

1. "Prestige Global Medical Assistance Services" are value added services provided by third party service providers and do not form part of the policy contract. The Insured may be asked to provide certain personal information and medical history to the third party service provider(s) in using the Services. Any enquiries, complaints, or disputes relating to the Services should be resolved directly with the respective service provider(s). Tahoe Life is not responsible for the quality, accuracy and suitability of the Services, and reserves the right to revise the service contents or terminate such Services without prior notice. In case of any disputes, Tahoe Life has the right for final determination.
2. "Prestige Global Medical Assistance Services" will become effective 30 days after the effective date of your policy. The Services will be terminated automatically if your policy lapses or is terminated.
3. Any medical information and second medical opinion provided under the Services should not be considered as medical consultation and are for reference purposes only. The Insured has absolute right to choose the kind of medical treatment / arrangements to be received.
4. The Services are subject to certain restrictions on the number of visits. For more information, please contact your sales personnel or our Customer Service Hotline at (852) 3767 8777.

#You are responsible for paying the actual medical expenses and all related fees and charges of the medical trip.

"Tahoe Life" refers to Tahoe Life Insurance Company Limited (Incorporated in Bermuda with limited liability).

**Want to learn more? For more information, please contact your insurance consultant.**

**A** 15/F, Cityplaza One, 1111 King's Road, Taikoo Shing, Hong Kong

**T** (852) 3767 8777

**W** [www.tahoelife.com.hk](http://www.tahoelife.com.hk)

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